Knowledge Base Article: Article 206

How to fix Error Can't instantiate object or Access is denied. (0x80070005) under Windows 2003?

Date: April 19th, 2010

Problem:

Using the Web Portal, this error can occur if some Click&DECiDE Services do not have the required configuration.

Error:

The error could be similar to:

> Error code : 0x80020009, Exception occurred.using CreateInstance(), Error code : 0x80070005, Can't instantiate object: CLSID={70A418D3-EBD9-11D1-BFA9-400000000113} (d7dccSX); Access is denied. (0x80070005)

D7dccSX being the program name of the Click&DECiDE Web Object Manager Service, but the same error can appear for another Click&DECiDE Service:

sechlpSX being the program name of the Click&DECiDE Server Helpers Service

d7VemService being the program name of the Click&DECiDE Export Manager Service

d7taskmanager being the program name of the Click&DECiDE Task Manager Service

d7LeoService being the program name of the Click&DECiDE LEO Service
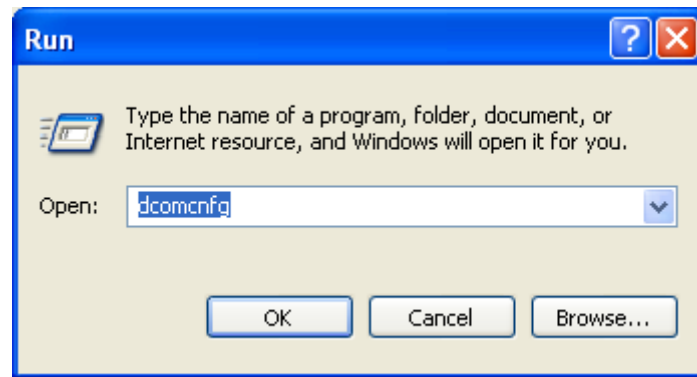
Solution:

Please follow the tasks listed below:

- **Task 1:** Launching the Component Services Console DCOM Config Directory.
- **Task 2:** Configuring the d7LEOService.
- **Task 3:** Configuring the D7TaskManager, d7VEMService, DataSelect Server Helpers Service and DataSet Web Objects Manager Service.

Task 1: Launching the Component Services Console DCOM Config Directory
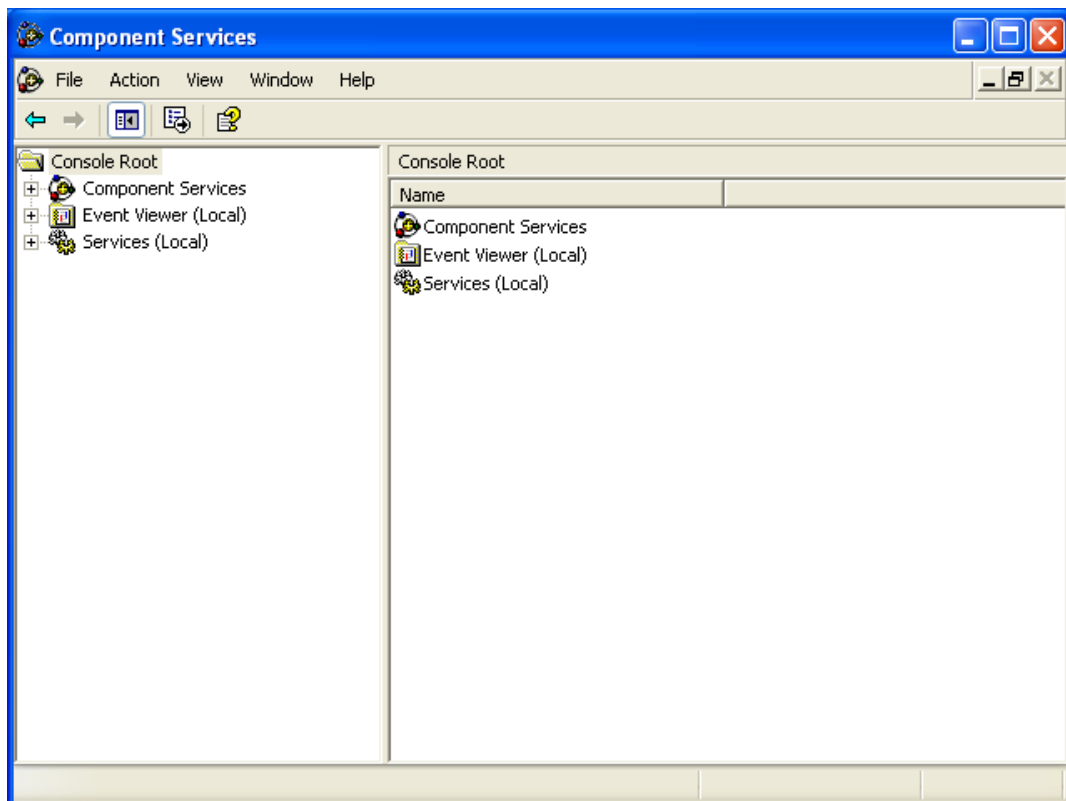
Task 1: Procedure

To launch the Component Services Console DCOM Config directory, please follow the steps below:

Steps

1. Select **Start> Run…** The **Run** dialog box appears.

2. Enter dcomcnfg in the **Open** field.

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Sales Office: 98, route de la Reine - 92100 Boulogne-Bt, France.
To contact your neares Click&DECiDE partner, click here.
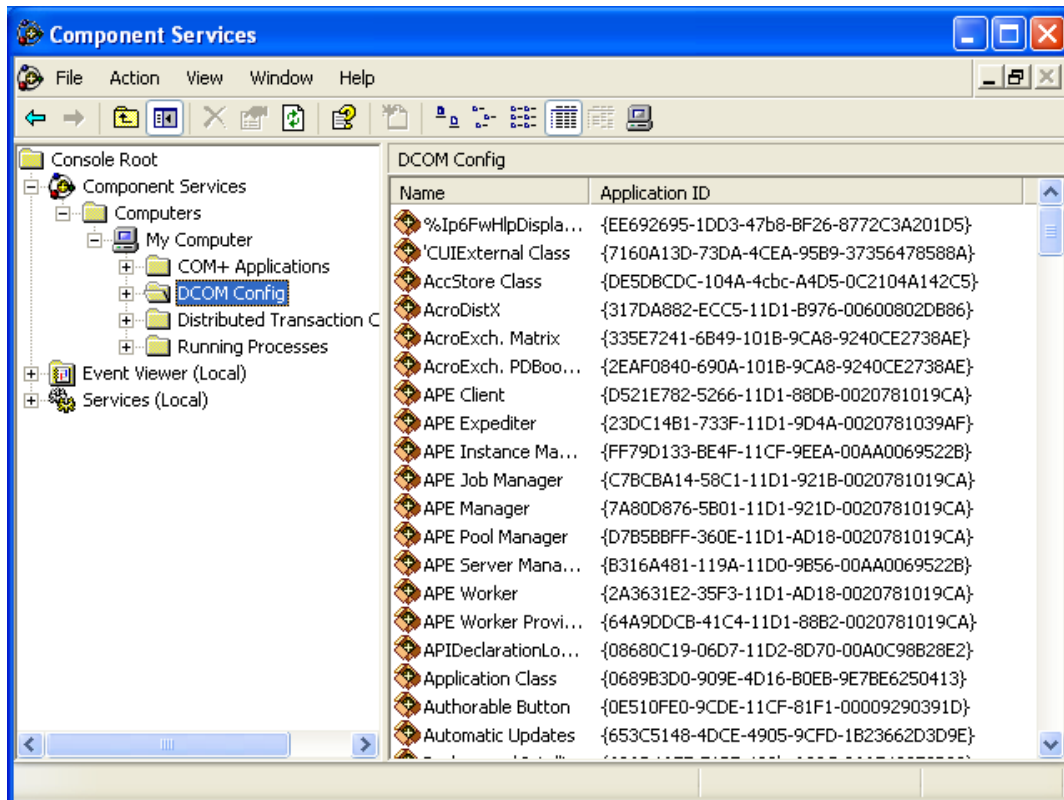
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3. Click **OK**. The **Component Services** console appears.

4. Select **Console Root> Component Services> Computers> My Computer> DCOM Config** in the left **Console Root** pane.

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Task 2:   Task 2: Configuring the d7LEOService

Task 2: Procedure

To configure the d7LEOService, please follow the steps below:

Steps
1.   Scroll the right pane to select **d7LEOService**.
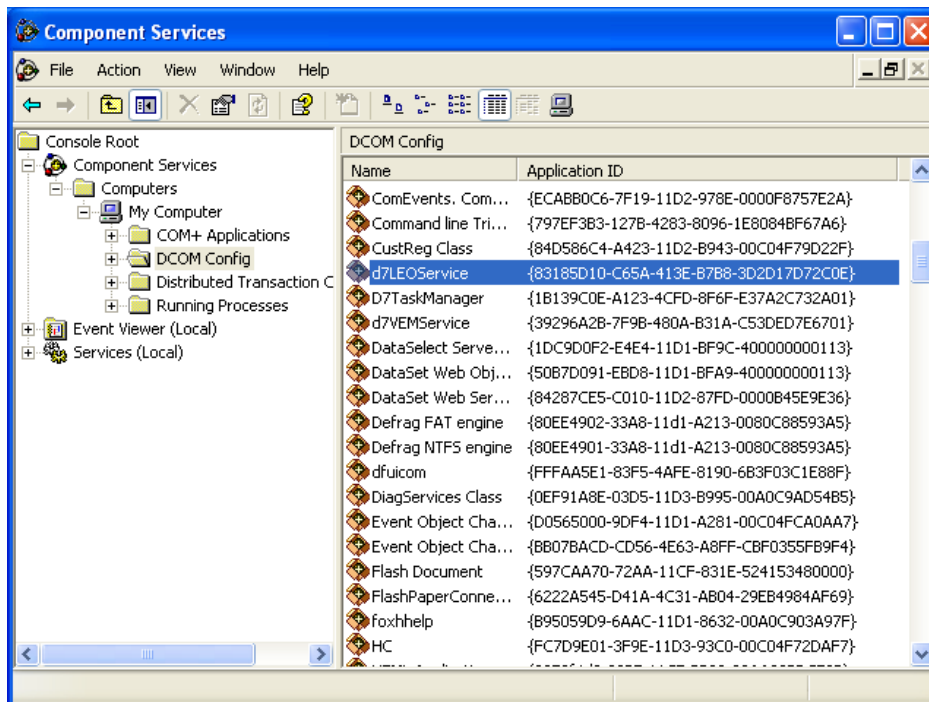
2.   Right-click **d7LEOService** and select **Properties** in the context menu. The **d7LEOService** property sheet appears.
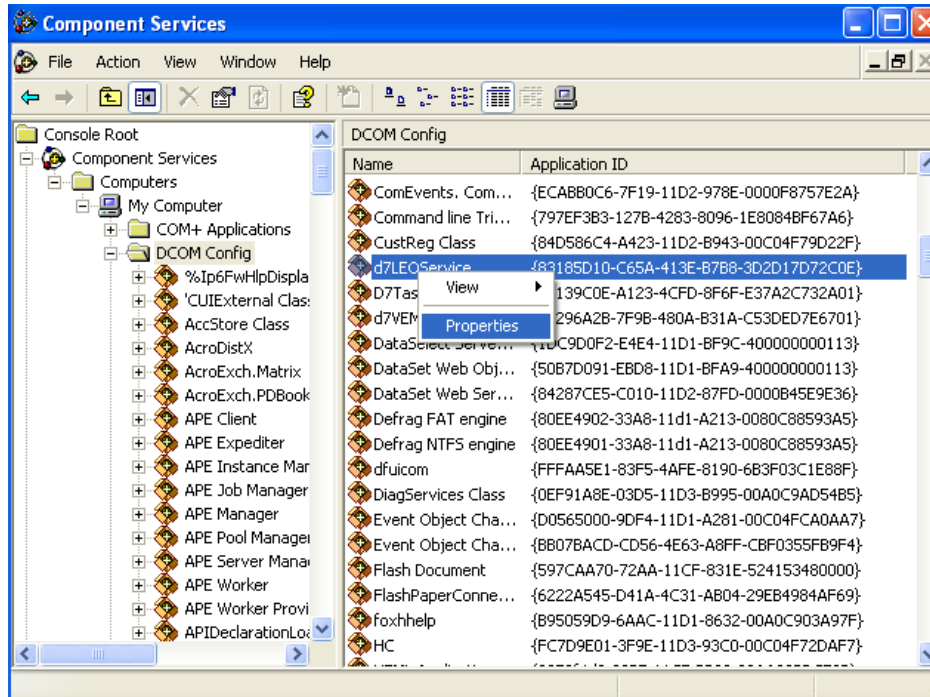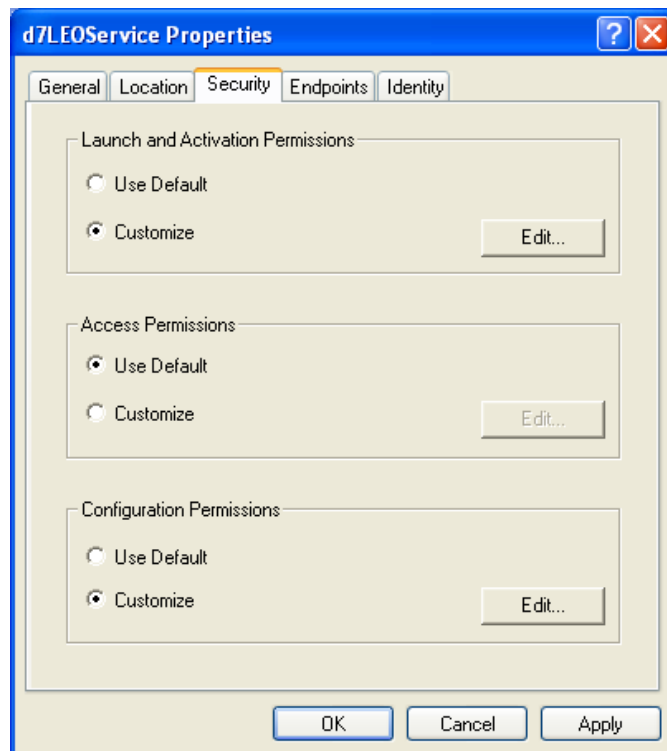
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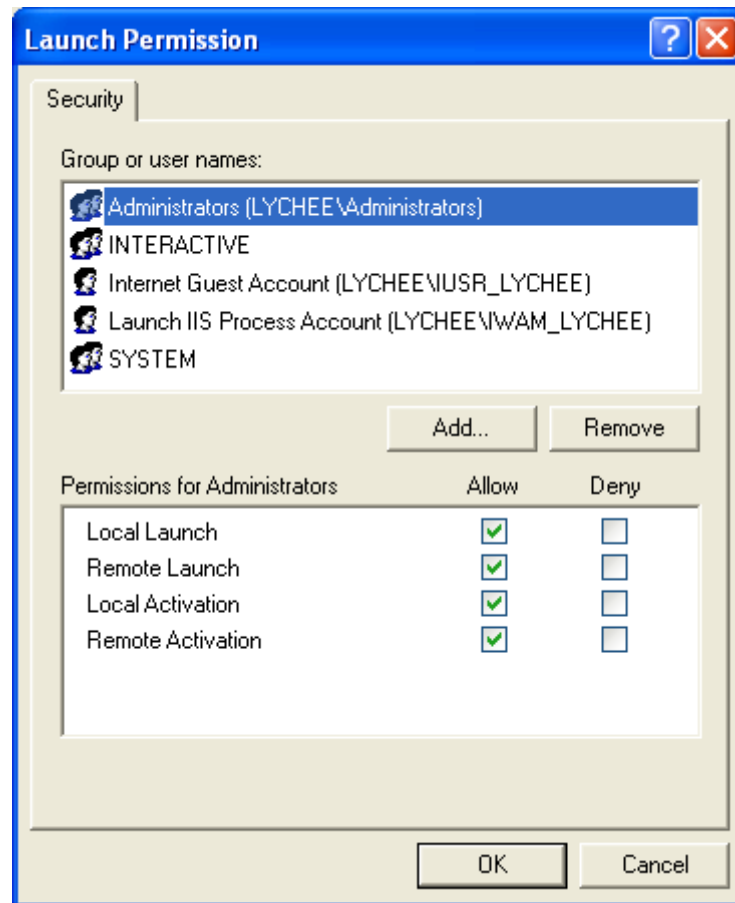3. Select the **Security** tab.
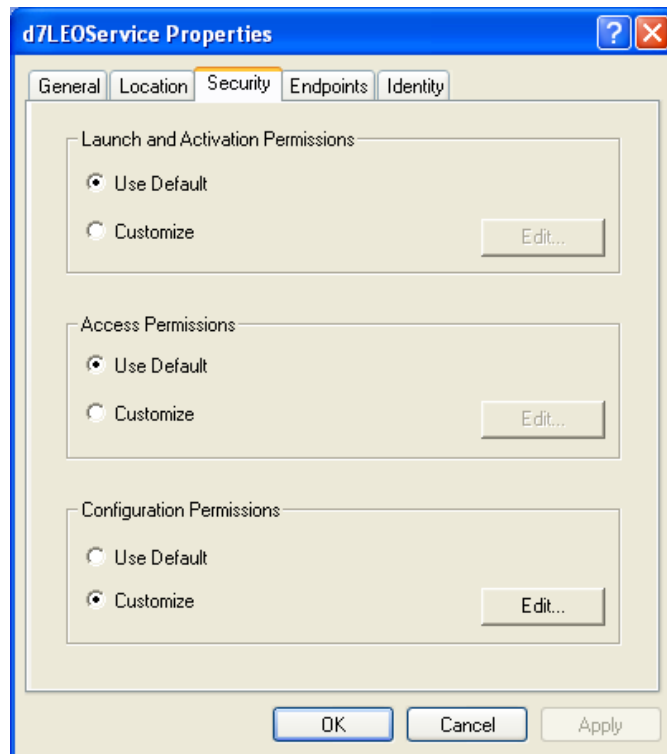
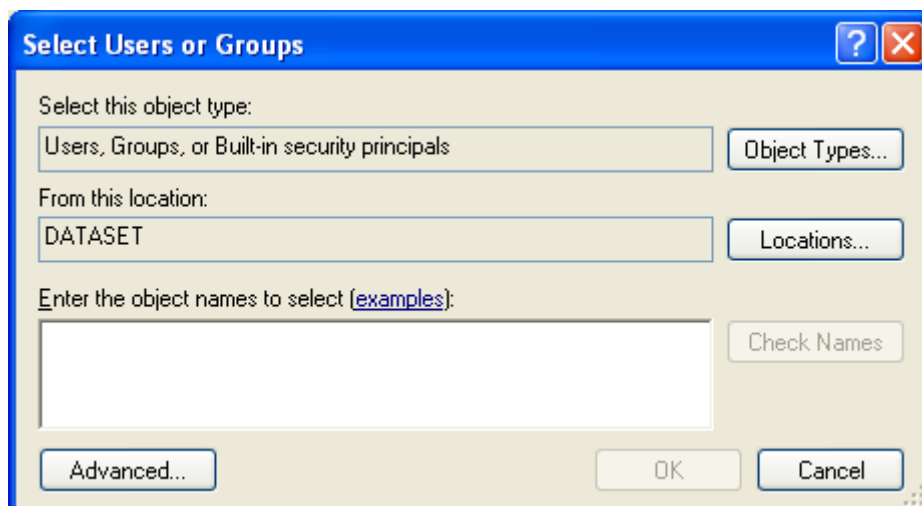4. Select the **Customize** option button in the **Launch and Activation Permissions** zone

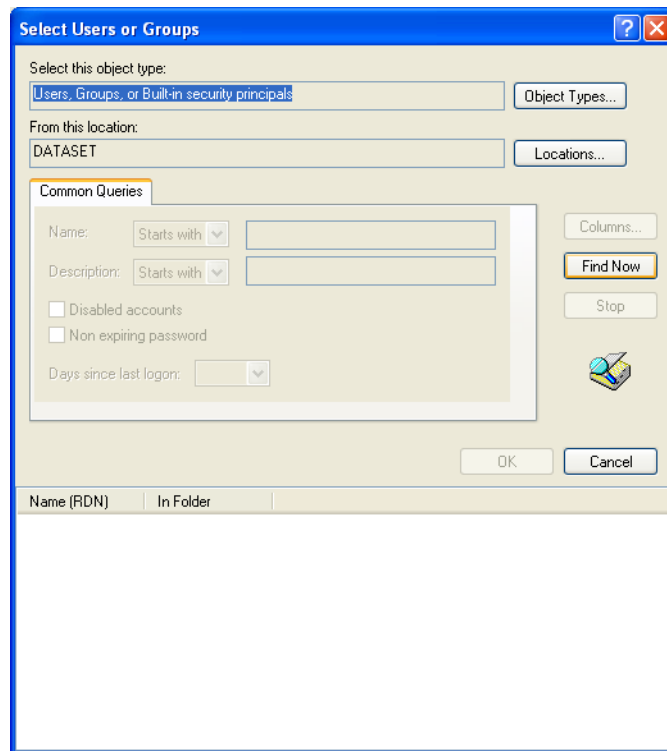5. Click **Edit…** The **Launch Permission** property sheet appears.

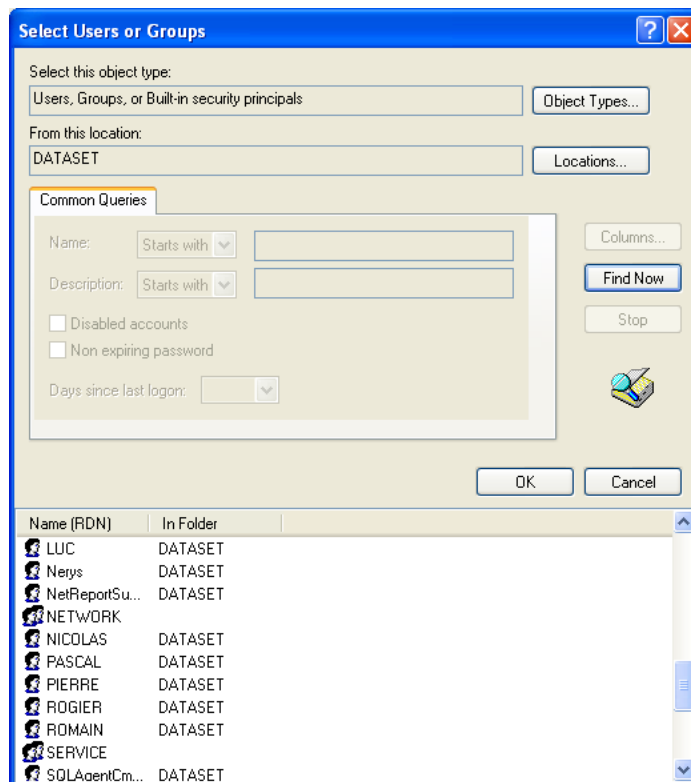6. Click **Add…** The **Select Users or Groups** dialog box appears.

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7. Click **Advanced…** The **Select Users or Groups** dialog box appears.
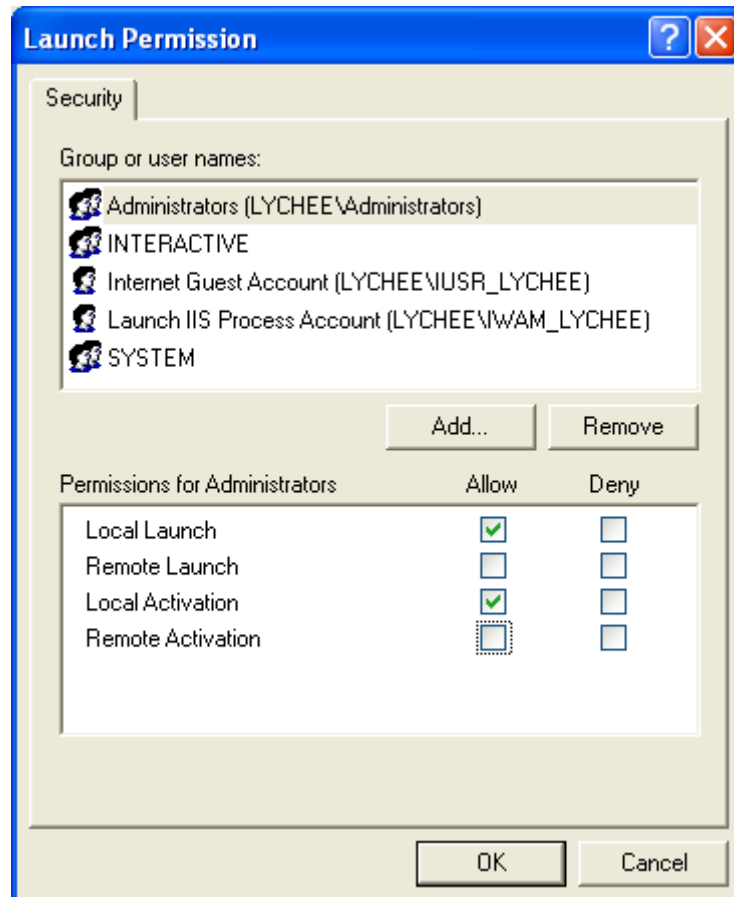

8. Click **Find Now**. The RDN and Folder information appears.

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9. Select **NETWORK**.

10. Click **OK**.

11. Click **OK**.

12. Select the **Local Launch** and **Local Activation** option buttons.

13. Click **OK**.

14. Click **OK**.

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Task 3: Configuring the D7TaskManager, d7VEMService, DataSelect Server Helpers Service and DataSet Web Objects Manager Service

Please note that you must now configure for each of the following applications:

- ◉ D7TaskManager
- ◉ d7VEMService
- ◉ DataSelect Server Helpers Service
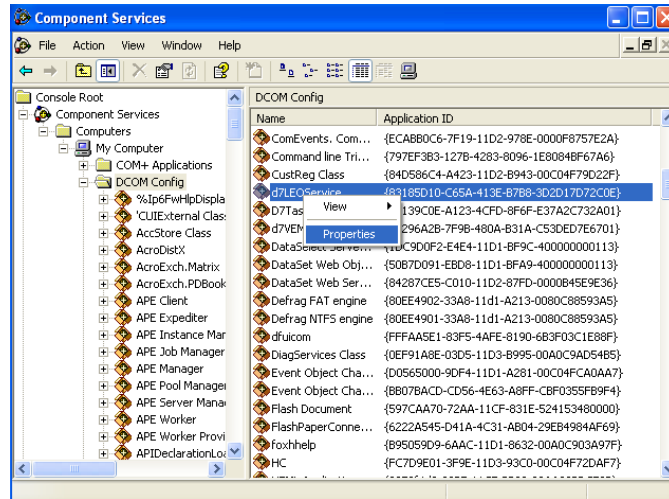- ◉ DataSet Web Objects Manager Service

To do so, please follow the procedure explained in Task 2 in this document. Each time you configure one of the four applications listed above, simply replace d7LEOService for the appropriate application. This infers that you will need to perform the procedure four times, once for each of the four applications listed above.

Steps

1. Scroll the right pane to select the Application (in this example, d7LEOService).
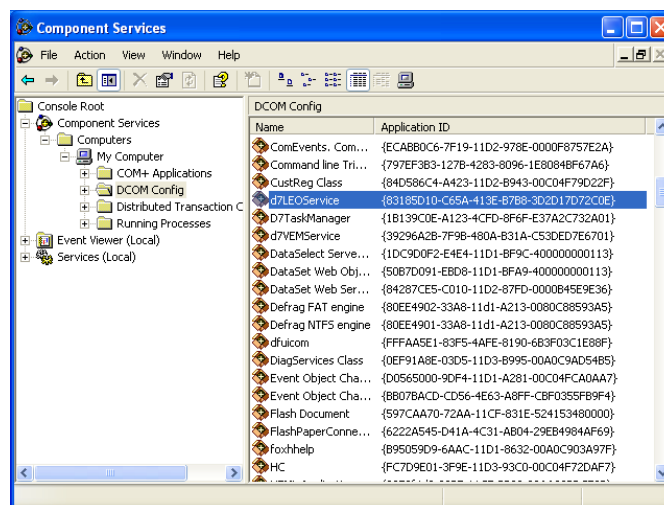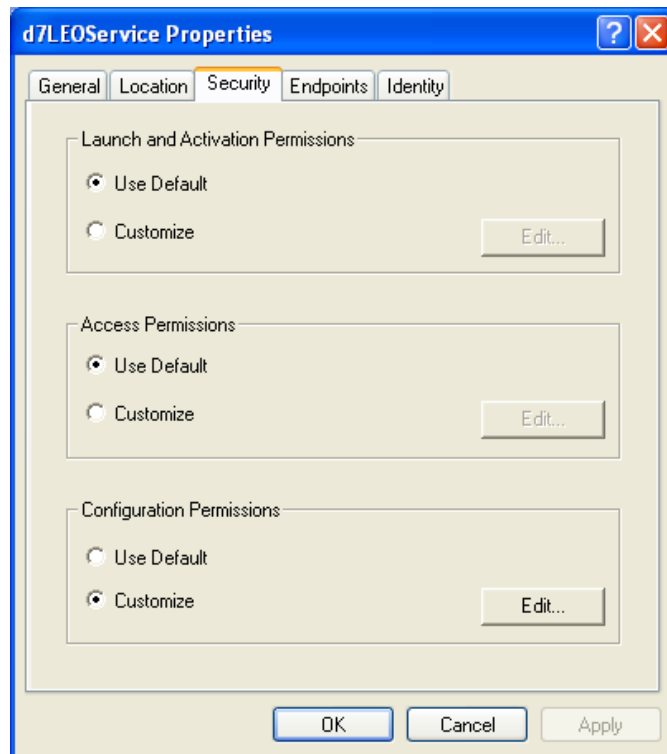

2. Right-click the application name and select **Properties** in the context menu. The [Application Name] property sheet appears.
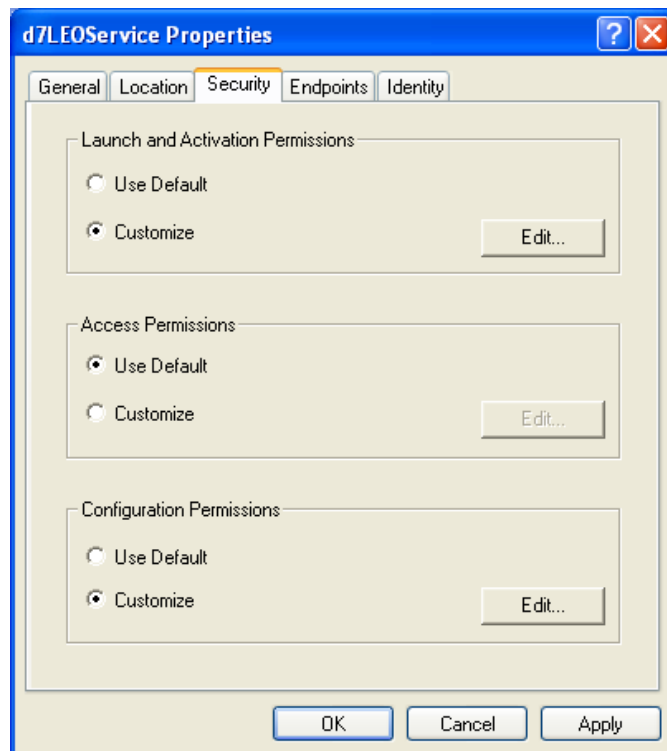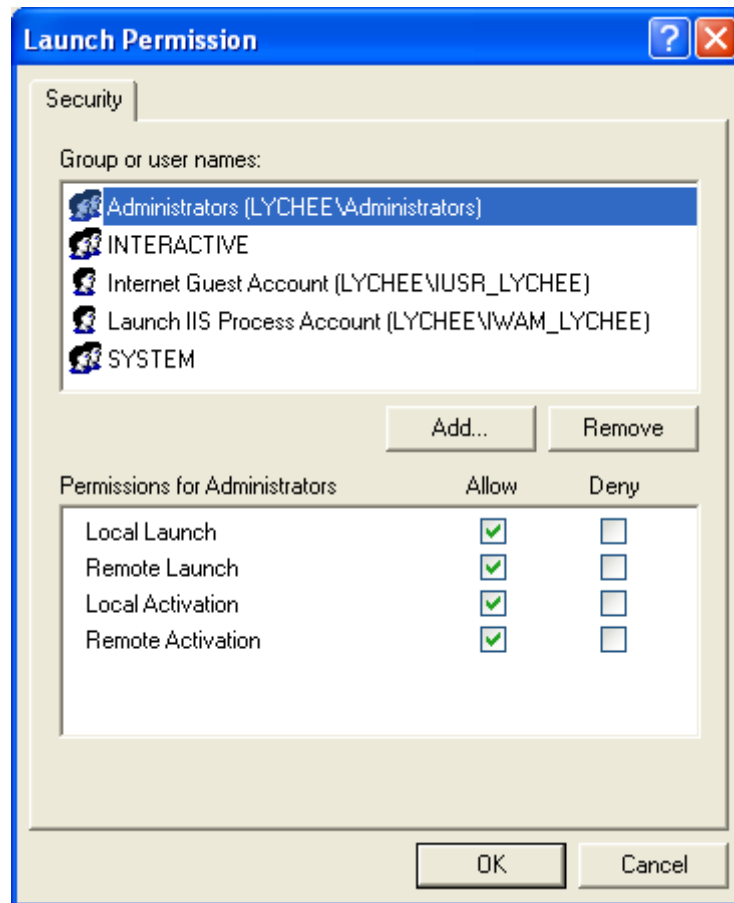
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3. Select the **Security** tab.

4. Select the **Customize** option button in the **Launch and Activation Permissions** zone

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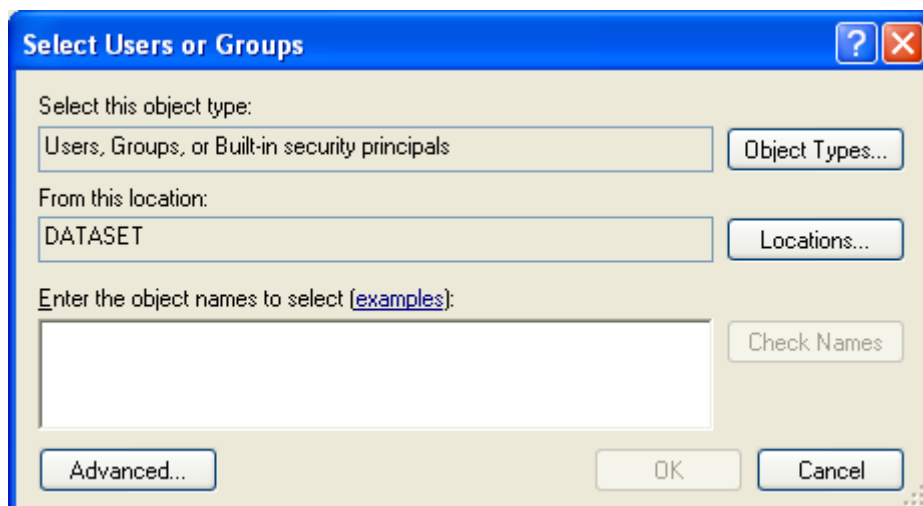To contact your nearest Click&DECiDE partner, click here.

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5.   Click **Edit…** The **Launch Permission** property sheet appears.
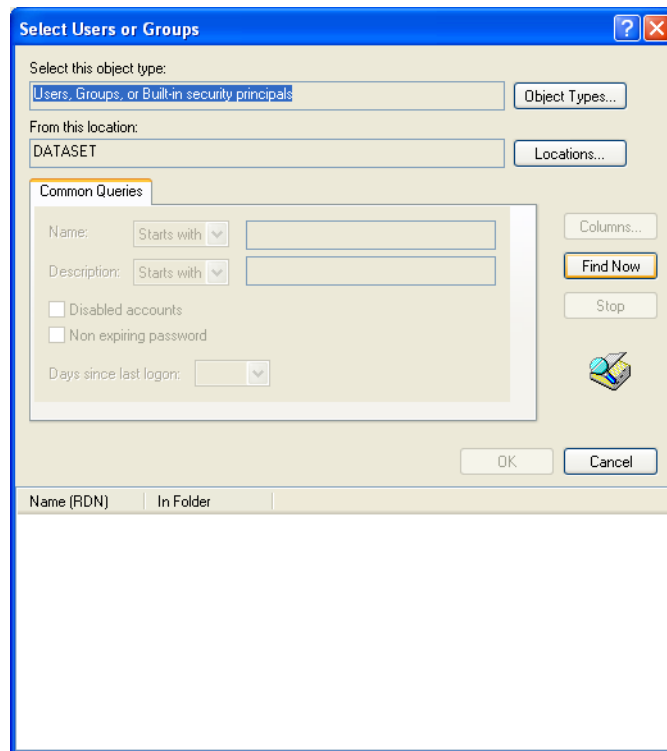

6.   Click **Add…** The **Select Users or Groups** dialog box appears.

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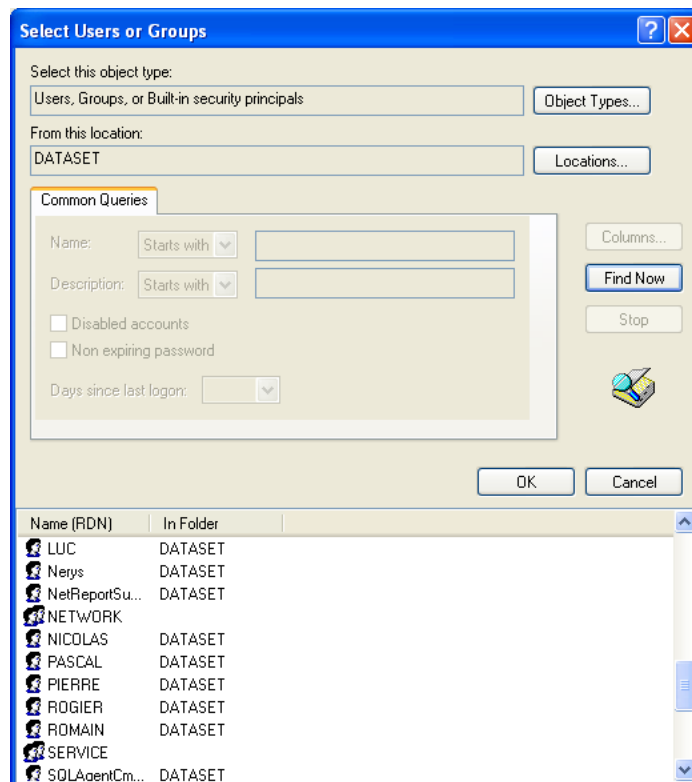
7. Click **Advanced…** The **Select Users or Groups** dialog box appears.
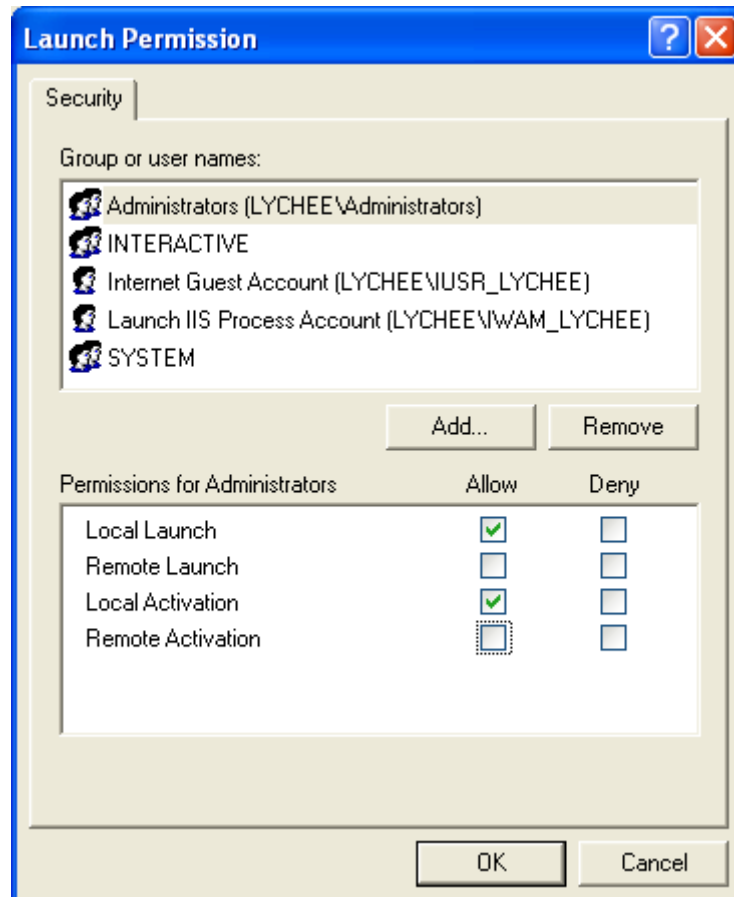

8. Click **Find Now**. The RDN and Folder information appears.

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9. Select **NETWORK**.

10. Click **OK**.

11. Click **OK**.

12. Select the **Local Launch** and **Local Activation** option buttons.

13. Click **OK**.

14. Click **OK**.

Further Information
Please see our Net Report Knowledge Base at:
http://www.netreport.fr/us/support/sup_knowledgebase.asp

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